

## Communication Systems and System Support

### Service Name: Telephone Work Orders

**1. Service Description:** Fort Detrick DOIM provides basic telephone support to Fort Detrick customers. Charges for toll calls and work orders for new equipment, repairs, or installations are outside of the SLS and are billed accordingly.

**2. DOIM Responsibilities:** Procure dedicated voice and data circuits, and single line phones.

**3. Service Level Metrics:** Perform requested work (new install, repair, move, etc.) within 10 working days.

**4. Customer Responsibilities:**

- a. Provide payment for all telephone work order charges as invoiced.
- b. Be responsible for providing funds to Fort Detrick DOIM necessary to cover costs for installation of new LAN drops from user's work area to the Communications Closet.
- c. Safeguard equipment from misuse and damage.
- d. Provide supplier a minimum of 10 working days in advance notice of new equipment requirements or line moves.

**5. Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrack.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: [usagdoimhelpdesk@amedd.army.mil](mailto:usagdoimhelpdesk@amedd.army.mil).